

**SC CUSTOMER INFORMATION ADVISORY GROUP**  
**MEETING SUMMARY**  
**October 27, 1999**

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**Meeting Agenda**

- Review meeting intent (Willis / Griffin)
- Review, prioritize and address the following (Willis / Griffin)
  - Review Group purpose
  - Round the table introduction
  - Discuss representatives roles inside / outside the group
  - Determine the frequency / length of Group meetings
  - Determine how the agenda for future meetings should be developed
  - Determine who reports to IM Board and how often
  - Brief SC's Information Architecture and update process
  - Brief the FY 2000 IM Operating Plan highlighting the milestones
  - Review initial issues:
    - Strategic Planning and Architecture
      - Strategic Plan update
      - Publish IM Today
      - Redesign SC-621 homepage
      - Develop Information Architecture road show
      - Develop policies
    - System Development
      - Reference Package v1.0
      - Execution Work Management Package v1.0
    - System Engineering
      - Office 2000
      - NT on the desktop
      - Intranet capability
    - Application Integration and Management
      - Rollout of Reference Package v1.0 and Execution Work Management Package v1.0
    - Production
      - Security Implementation

**Meeting Attendees**

Name	Organization	Contact Information
John Willis – Chair	SC-55	3-4095
Ted Griffin – Exec. Sec.	SC-621	3-4602
Greg Dilworth – Co – Chair	SC-17	3-2873

Steve Buswell	SC-7	3-9741
Cathy Hanlin	SC-23	3-1965
Bobbi Parra	SC-74	3-3316
Dean Oyler	SC-22	3-6394
Marvin Stodolsky	SC-72	3-4475
Emily Knouse	SC-622	3-1577
Sharon Betson	SC-73	3-3213
Shahida Afzal	SC-50	3-4941
Dick Yockman	SC-621	3-3394
Gene Hughes	SC-621	3-5409
Robbie Green	SC-621	3-5015
Pat Rice	SC-621	3-4556
Jason Kruse	SC-621	3-6592
Mike Gercken	SC-621	3-5253
Michael Lynott	SC-621	3-6409
David Wigtil	SC-621	3-5730
Tom Lombardo	SC-621	3-1312
Linda Vargas	SC-621	3-5312

## **Action Items**

### **Determine the frequency / length of Group meetings**

The Group agreed to meet every Wednesday for 1 hour from 10-11AM for the next 3 months at which time the meeting frequency will be reviewed.

- Action: Strategic Planning and Architecture will create a recurring meeting through Outlook Calendar.

### **Create and maintain a mechanism for Storing Information**

Items for storage would include presentations, meeting summaries, notes, lessons learned and other associated documentation supporting the meetings and action items.

- Action: For the short term, the Support Center will create a Customer Group public folder in Outlook for tracking message threads and online comments. For storing documents, presentations, etc., the IM Team will evaluate options related to the current IMSC facilities for “News & Information”. For the long-term solution, the information will be stored and shared through the SC Intranet and associated capabilities.

### **Identify location of the IMSC Road Show and Policies and Procedures**

- Action: Strategic Planning and Architecture will provide Internet address links for the Road Show and SC Policies to all members with an e-mail message. This message will also be placed in the Customer Group public folder.

## **“Parking Lot” Items**

### **Cyber Security**

- Concern with cyber security was brought up. Given the current uncertain status of the cyber security efforts and the deadline of Jan. 2000, it was recommended that this issue be placed in the parking lot until definitive information is available for review.

## **Informational Items**

- A summary will be developed for each meeting rather than formal minutes.
- The SC Customer Group can provide input/feedback on any IM activity.
- Explain each “Package” in ‘Layman’s Terms’ to the SC Customer Group.

## **Proposed 11/3/99 Meeting Agenda**

- Brief rollout schedule of the Execution Work Management Package v1.0 and the Reference Package v1.0.
- Present what the above two rollouts will provide the user at the desktop.
- Brief IM rollouts/activities planned for the first quarter of FY2000.